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# OVERVIEWS

## GRI CONTENT INDEX

Table 4: Organisation, Governance & Strategic GRI disclosures

GRI Index	Disclosure	Information and/or Reference
<b>Organisational profile</b>		
102-1	Name of the organisation	Q-Park BV
102-2	Activities, brands, products, and services	Profile and Review of business
102-3	Location of the organisation's headquarters	Maastricht, the Netherlands
102-4	Number of countries operating	Netherlands, Germany, Belgium, United Kingdom, France, Ireland and Denmark
102-5	Nature of ownership and legal form	Governance
102-6	Markets served	Profile
102-7	Scale of the reporting organisation	Profile
102-8	Information on employees and other workers	Other employee information
102-9	Supply chain	Supply chain
102-10	Significant changes to the organisation and its supply chain	Review of business
102-11	Precautionary Principle or approach	Risk management
102-12	External initiatives	CSR Code; OECD, UNGC, ILO, PRI, GRI, EU SDS and SDGs
102-13	Memberships of associations	Board member at Vexpan, Stichting Maatschappelijke Projecten Maastricht. Member of Vexpan and CROW, Member of the European Parking Council
<b>Strategy and analysis</b>		
102-14	Statement from senior decision-maker	Review of business
<b>Ethics and integrity</b>		
102-16	Values, principles, standards, and norms of behaviour	Governance
<b>Governance</b>		
102-18	Governance structure of the organisation	Governance
<b>Stakeholder engagement</b>		
102-40	List of stakeholder groups	Stakeholders
102-41	Collective bargaining agreements	Other employee information
102-42	Identifying and selecting stakeholders	Stakeholders
102-43	Approach to stakeholder engagement	Stakeholders
102-44	Key topics and concerns raised	Materiality analysis
<b>Reporting practice</b>		
102-45	Entities included in the consolidated financial statements	Annual Report 2019
102-46	Defining report content and topic Boundaries	Materiality analysis
102-47	List of material topics	Materiality analysis

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102-48	Restatements of information	1 January to 31 December 2019, publication: 19 May 2019
102-49	Changes in reporting	Review of business
102-50	Reporting period	Annually
102-51	Date of most recent report	30 April 2018
102-52	Reporting cycle	Annually
102-53	Contact point for questions regarding the report	cmc@q-park.com
102-54	Claims of reporting in accordance with the GRI Standards	Governance & Policies
102-55	GRI Content Index	GRI Content
102-56	External assurance	No external assurance

Table 5: Material topics linked with GRI indicators

GRI Index	Disclosure	Information and/or Reference
<b>Economic performance</b>		
103-1	Explanation of the material topic and its boundary	Review of business
103-2	Management approach and its components	"
103-3	Evaluation of management approach	"
201-1	Direct economic value generated and distributed	Annual Report 2019
<b>Energy consumption</b>		
103-1	Explanation of the material topic and its boundary	Environmental footprint
103-2	Management approach and its components	"
103-3	Evaluation of management approach	"
302-1	Energy consumption within the organisation	"
302-2	Energy consumption outside the organisation	"
302-3	Energy intensity	"
302-4	Reduction of energy consumption	"
<b>Facilitating cars with enhanced environmental performance</b>		
103-1	Explanation of the material topic and its boundary	CSR car options
103-2	Management approach and its components	"
103-3	Evaluation of management approach	"
302-5	Reductions in energy requirements of products and services	"
<b>Working conditions</b>		
103-1	Explanation of the material topic and its boundary	Employees
103-2	Management approach and its components	Health & Safety
103-3	Evaluation of management approach	"
403-9	Work-related injuries	"
<b>Training and education</b>		
103-1	Explanation of the material topic and its boundary	Employees
103-2	Management approach and its components	"
103-3	Evaluation of management approach	"
404-1	Average hours of training per year per employee	Employee training
<b>Employee satisfaction and employment practices</b>		
103-1	Explanation of the material topic and its boundary	Employees
103-2	Management approach and its components	"
103-3	Evaluation of management approach	What we can do better
<b>Corporate reputation and ethics</b>		
103-1	Explanation of the material topic and its boundary	Ethics & Integrity
103-2	Management approach and its components	Risk management
103-3	Evaluation of management approach	"

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205-2	Communication and training about anti-corruption policies and procedures	Integrity Policy
205-3	Confirmed incidents of corruption and actions taken	Employee training
<b>Compliance with law and regulations</b>		
103-1	Explanation of the material topic and its boundary	Compliance
103-2	Management approach and its components	"
103-3	Evaluation of management approach	"
419-1	Non-compliance with laws and regulations in the social and economic area	"

Table 6: Material topics reported with own indicators

GRI Index	Disclosure	Information and/or Reference
<b>Partnerships</b>		
103-1	Explanation of the material topic and its boundary	Co-creation
103-2	Management approach and its components	"
103-3	Evaluation of management approach	"
Own indicator	Partners are external parties from whom assets, products or services are obtained or with whom contracts are concluded for the provision of assets, products or services.	"
<b>Parking integrated with other modes of transport</b>		
103-1	Explanation of the material topic and its boundary	Quality in parking
103-2	Management approach and its components	"
103-3	Evaluation of management approach	Mobility hubs
Own indicator	Be an integral part of city mobility policies and to work towards sustainable freedom of movement.	How we create value
<b>Customer satisfaction</b>		
103-1	Explanation of the material topic and its boundary	Quality in parking
103-2	Management approach and its components	Value creation
103-3	Evaluation of management approach	What we can do better
Own indicator	Customer satisfaction score	Research
<b>Accessibility of parking facilities</b>		
103-1	Explanation of the material topic and its boundary	Accessibility
103-2	Management approach and its components	"
103-3	Evaluation of management approach	"
Own indicator	Accessibility of city centres	City centres
"	Accessibility of hospitals	Hospitals
"	Accessibility for people with reduced mobility (PRMs)	Mobility inclusion
<b>Parking information</b>		
103-1	Explanation of the material topic and its boundary	Parking information
103-2	Management approach and its components	"
103-3	Evaluation of management approach	"
Own indicator	Online availability of key information	Services
"	Points of interest (POIs)	Points of interest
<b>Innovation and digital capabilities</b>		
103-1	Explanation of the material topic and its boundary	Digital services
103-2	Management approach and its components	"
103-3	Evaluation of management approach	"
Own indicator	Number of PaSS PFs	PaSS PlatePay
<b>Transparent reporting</b>		

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103-1	Explanation of the material topic and its boundary	Profile
103-2	Management approach and its components	CSR Report 2019
103-3	Evaluation of management approach	CSR strategy
Own indicator	CSR Report published simultaneously with Annual Report	